

2-1-1 Sacramento  
8001 Folsom Blvd. Suite 100, Sacramento, CA 95826

www.211Sacramento.org  
www.facebook.com/211Sacramento

2-1-1 or 916-498-1000 or 800-500-4931



**STATISTICS SUMMARY**  
**April-20**

**CALL VOLUME**

**April '20**

Month of April	11,795
Year to date - 2020	60,423

**TYPE OF CALLS**

**YEAR TO DATE (YTD)**

Information	1,388	5,518
Referral	2,652	16,100
Total I&R calls	4,040	21,618
Follow-up	748	1,564
Advocacy	4	19
Crisis	13	17
Disaster	2,364	4,470
Outreach	0	5
Voicemail	0	229
Total Calls with Demographic Info	7,169	27,922
Call Back	510	4,684
Silent/Static	361	1,220
Voicemail	342	342
Other	4,058	27,095

**COURT OUTREACH ACTIVITY**

Month of April	0
Year to date - 2020	1,641

**CLIENT PROFILE**

**AGE RANGES OF CALLERS**

**April '20**

**% of**

**YTD**

**% of YTD**

Less than 18	17	<1%	63	<1%
18-20	51	<1%	221	<1%
21-29	326	4.5%	1,604	5.7%
30-39	510	7.1%	2,265	8.1%
40-49	509	7.1%	2,027	7.3%
50-59	672	9.4%	2,769	9.9%
Seniors - age 60+	2,324	32.4%	10,091	36.1%
Caller Declined	41	<1%	107	<1%
Did not Ask	2,719	37.9%	8,775	31.4%

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<b><u>CALLER ETHNICITY</u></b>	<b><u>April '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 Caucasian	1,088	15.2%	5,089	18.2%
2 African American/Black	810	11.3%	3,526	12.6%
3 Hispanic / Latino	461	6.4%	2,289	8.2%
3 Other	174	2.4%	634	2.3%
4 Multi-ethnic	108	1.5%	520	1.9%
5 Asian	102	1.4%	529	1.9%
7 Native American	42	<1%	169	<1%
8 Middle Eastern	31	<1%	113	<1%
9 Pacific Islander / Native Hawaiian	28	<1%	136	<1%
10 Russian / Slavic	23	<1%	102	<1%
11 Caller declined to answer	87	1.2%	382	1.4%
12 Did not ask	4,215	58.8%	14,433	51.7%
<b><u>Military/Veterans</u></b>	272	3.8%	1,454	5.2%
<b><u>First 5 Families/Children 0-5</u></b>	442	6.2%	2,017	7.2%

<b><u>CALLER GENDER</u></b>	<b><u>April '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
Female	3,521	49.1%	15,326	54.9%
Male	1,888	26.3%	6,911	24.8%
Intersex	9	<1%	35	<1%
Trans Male	2	<1%	6	<1%
Trans Female	1	<1%	7	<1%
Non-binary	0	0.0%	14	<1%
Unknown	45	<1%	225	<1%
Client declined	8	<1%	62	<1%
Did not ask	1,695	23.6%	5,336	19.1%

<b><u>NUMBER IN HOUSEHOLD</u></b>	<b><u>April '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1	2,370	33.1%	9,772	35.0%
2	936	13.1%	4,243	15.2%
3	284	4.0%	1,463	5.2%
4	214	3.0%	948	3.4%
5	84	1.2%	480	1.7%
6+	84	1.2%	399	1.4%
Unknown	3,197	44.6%	10,617	38.0%

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## STATISTICS SUMMARY

April-20

### **APPROXIMATE MONTHLY INCOME**

	<b><u>April '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
No Income	354	4.9%	687	2.5%
Less than \$1,000	761	10.6%	3,326	11.9%
\$1,001 - \$1,500	321	4.5%	1,489	5.3%
\$1,501 - \$2,000	184	2.6%	1,415	5.1%
\$2,001 - \$2,500	88	1.2%	1,031	3.7%
\$2,501 - \$3,000	45	<1%	446	1.6%
\$3,001 - \$4,000	32	<1%	840	3.0%
\$4,001 - \$5,000	11	<1%	403	1.4%
More than \$5,000	8	<1%	250	<1%
Unknown	5,365	74.8%	18,035	64.6%

### **TOP SOURCES OF INCOME**

	<b><u>April '20</u></b>	<b><u>% of</u></b>	<b><u>YTD</u></b>	<b><u>% of YTD</u></b>
1 SS	699	9.8%	2,959	10.6%
2 SSI	648	9.0%	1,857	6.7%
3 No current source of income	468	6.5%	1,325	4.7%
4 Job	402	5.6%	3,280	11.7%
5 Pension	193	2.7%	1,288	4.6%
6 SSD (SSDI)	165	2.3%	619	2.2%
7 TANF (CalWORKs)	164	2.3%	774	2.8%
8 General Assistance	119	1.7%	287	1.0%
9 Unemployment	67	<1%	188	<1%
10 Other	25	<1%	156	<1%
11 Self-Employed	25	<1%	110	<1%
12 SDI	20	<1%	93	<1%
13 Alimony	10	<1%	27	<1%
14 Child Support	6	<1%	41	<1%
15 Family	4	<1%	14	<1%
16 Workers Comp	3	<1%	29	<1%
17 Student Financial Aid	3	<1%	19	<1%
18 Insurance	1	<1%	7	<1%
19 AB 12 Foster Care	1	<1%	5	<1%
20 Unknown (caller declined + did not ask)	4,146	57.8%	14,844	53.2%

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**STATISTICS SUMMARY**  
**April-20**

<b>TOP ZIP CODES (April '20 )</b>			<b># of CALLS</b>	<b>TOP ZIP CODES (YTD)</b>			<b># of CALLS</b>
1	95823	Sacramento	373	1	95823	Sacramento	1,627
2	95822	Sacramento	213	2	95821	Sacramento	914
3	95828	Sacramento	211	3	95608	Carmichael	909
4	95821	Sacramento	210	4	95828	Sacramento	886
5	95815	Sacramento	206	5	95815	Sacramento	801
6	95825	Sacramento	200	6	95825	Sacramento	801
7	95608	Carmichael	188	7	95822	Sacramento	792
8	95660	North Highlands	183	8	95670	Gold River/Rancho C	784
9	95670	Gold River/Rancho C	160	9	95621	Citrus Heights	753
10	95838	Sacramento	160	10	95826	Sacramento	710

**NEEDS AND RESOURCES**

<b>TOP NEEDS EXPRESSED<sup>1</sup></b>		<b>April '20</b>	<b>% of <sup>3</sup></b>
<b>1</b>	<b>Housing &amp; Shelter<sup>2</sup></b>	<b>3,333</b>	<b>46.5%</b>
	Low Income/Subsidized Rental Housing	1,199	16.7%
	Transitional Housing/Shelters/Motel Vouchers	916	12.8%
	Rent Assistance	775	10.8%
	Landlord /Tenant Issues	228	3.2%
	Contact Information for Housing & Shelter Organizations	142	2.0%
	Home Repair/Maintenance	41	<1%
	Mortgage Assistance	17	<1%
<b>2</b>	<b>Healthcare<sup>2</sup></b>	<b>1,964</b>	<b>27.4%</b>
	COVID-19	1,622	22.6%
	Nursing Homes & Adult Care	137	1.9%
	Medical Providers	82	1.1%
	Health Insurance Information/Counseling	62	<1%
	Dental Care	16	<1%
	Screening, Testing, Immunizations	14	<1%
	Medical Equipment	13	<1%
<b>3</b>	<b>Food/Meals<sup>2</sup></b>	<b>1,316</b>	<b>18.4%</b>
	Food Pantries	589	8.2%
	Home-delivered Meals	438	6.1%
	CalFresh and WIC	240	3.3%
	Meals - Soup Kitchens/Congregate Meals	44	<1%
<b>4</b>	<b>Government &amp; Legal</b>	<b>730</b>	<b>10.2%</b>
	Contact Information for Government & Legal Organizations	239	3.3%
	Law Enforcement/Judicial Services	212	3.0%
	Child & Family Law	153	2.1%
	Legal Assistance	118	1.6%
	Immigration Assistance	8	<1%

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<b>5 Employment &amp; Income</b>	<b>480</b>	<b>6.7%</b>
Tax Preparation	218	3.0%
Financial Assistance	165	2.3%
Unemployment Benefits	63	<1%
Job Search	17	<1%
Money Management	13	<1%
<b>6 Mental Health &amp; Addictions<sup>2</sup></b>	<b>315</b>	<b>4.4%</b>
Crisis Intervention & Suicide	110	1.5%
Mental Health Evaluation and Treatment	94	1.3%
Substance Abuse & Addictions	72	1.0%
Inpatient/Outpatient Mental Health Facilities	38	<1%
<b>7 Disaster</b>	<b>293</b>	<b>4.1%</b>
<b>8 Utilities<sup>2</sup></b>	<b>210</b>	<b>2.9%</b>
Utility Payment Assistance	157	2.2%
Phone & Internet	25	<1%
Contacts Information for Utility Organizations	19	<1%
<b>9 Clothing/Personal/Household Needs<sup>2</sup></b>	<b>178</b>	<b>2.5%</b>
Personal Hygiene Products	54	<1%
Home Furnishings	36	<1%
Clothing	34	<1%
Other Clothing & Household	27	<1%
Appliances	25	<1%
<b>10 Transportation</b>	<b>52</b>	<b>&lt;1%</b>
<b>11 Child Care &amp; Parenting</b>	<b>24</b>	<b>&lt;1%</b>
<b>12 Education</b>	<b>10</b>	<b>&lt;1%</b>

**TOP UNMET NEEDS**

**April '20**

1 Homeless Motel Vouchers	283
2 Disaster Related Housing	109
3 COVID-19	67
4 Home Delivered Meals	65
5 Homeless Shelter	65
6 Tax Preparation Assistance	18
7 Grocery Ordering/Delivery	15

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<b>Most Frequently Referred Programs</b>	<b>April '20</b>	<b>% of</b>
1 2-1-1 Sacramento Disaster Housing/Shelters Resources	795	11.1%
2 2-1-1 Sacramento General Disaster Resources	697	9.7%
3 2-1-1 Sacramento Disaster Food Resources	450	6.3%
4 Housing Assistance - Sacramento Self Help Housing	352	4.9%
5 Motel Vouchers - Travelers Aid	220	3.1%
6 CalFresh	196	2.7%
7 Family Assistance - Saint Vincent de Paul Society	194	2.7%
8 Sacramento County Senior and Adult Services Division - Adult Protective Services	160	2.2%
9 Home Delivered Meals Program - Meals on Wheels by ACC	157	2.2%
10 Rental Assistance - The Salvation Army	155	2.2%
11 Core Services - Resources for Independent Living	153	2.1%
12 Mutual Housing California	149	2.1%
13 Renters Helpline - Sacramento Self Help Housing	149	2.1%
14 United States Internal Revenue Service - Taxpayer Assistance Center	143	2.0%
15 Food Closet - The Salvation Army	142	2.0%
16 Rent Payment Assistance - Travelers Aid	130	1.8%
17 Mercy Housing California	128	1.8%
18 2-1-1 Sacramento Disaster Employer/Employee Resources	109	1.5%
19 River City Food Bank @ The Center at St. Matthew's	102	1.4%
20 Meals/Grocery Delivery Service	99	1.4%
21 Legal Services of Northern California	96	1.3%
22 City of Sacramento 311	95	1.3%
23 North A Street Shelter - Volunteers of America	94	1.3%
24 California Employment Development Department - Unemployment Insurance	91	1.3%
25 Community Housing Opportunities Corporation	89	1.2%
26 Family Promise of Sacramento	84	1.2%
27 CalFresh Application Assistance - 2-1-1 Sacramento	79	1.1%
28 Choice Model Emergency Food Distribution: River City Food Bank	75	1.0%
29 Diversion Eligibility Assessment - Francis House Center	73	1.0%
30 Saint John's Program for Real Change	72	1.0%
Other Referrals	4,584	
Total Referrals	10,112	

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**PUBLIC RESOURCE DIRECTORY - ONLINE DATABASE**

	<b><u>April '20</u></b>	<b><u>YTD</u></b>
Unique Visitors	11,600	39,351
Directory Searches	19,025	70,068
Resource Page Views	27,463	110,355
Total Page Views	46,488	180,423

<sup>1</sup>Data sub-categories realigned 04/01/18

<sup>2</sup>Primary category April be greater than subtotals as low volume need categories April not be included.

<sup>3</sup>Need % reflects calls with stated presenting need, not the % of overall needs. As such, total % will exceed 100%.